

PASSPORT To Health

Provider Newsletter

October—December 2003

Keeping Providers Informed

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Keeping Providers Informed
1-800-480-6823

Medicaid Hard Card and PASSPORT

In August 2003, the Montana Medicaid Program implemented the new Medicaid hard card. The new cards were mailed out in mid-August for immediate use. Hard cards are issued one time to Medicaid clients (unless they are lost or stolen). The same card will be used if the client loses and then regains their Medicaid benefits.

The new hard card means several changes for providers, one of which includes PASSPORT provider verification. The PASSPORT provider will no longer be listed on the Medicaid card. Providers treating a Medicaid client will need to verify Medicaid eligibility and the PASSPORT provider each visit prior

to treating the client. PASSPORT providers should utilize their monthly enrollee list to verify their PASSPORT client caseload.

The Medicaid Program notifies clients by mail of their PASSPORT provider when they choose a provider or are assigned a provider. Medicaid is exploring different options of client notification, and will provide updates to providers as soon as more information becomes available.

The information below lists methods available for verifying Medicaid eligibility and PASSPORT provider. Please call the PASSPORT Provider Help Line at 1-800-480-6823 with any questions.

Medicaid Eligibility and PASSPORT Provider Verification

- **FAXback—800-714-0075** Available 24 hours a day, 7 days a week. Provides written verification for your records. The FAXback system will call your fax machine and send a report of client Medicaid eligibility, PASSPORT information, Medicare coverage, and private insurance coverage. No cost to use.
- **Medicaid Eligibility and Payment System (MEPS) - <http://vhsp.dphhs.state.mt.us>** Available 24 hours a day, 7 days a week. Information includes: Medicaid eligibility for the last 18 months, PASSPORT information, private insurance coverage, and client restriction information. Claims information updated every other week and eligibility information updated daily. No cost to use.
- **Automated Voice Response—800-714-0060** Available 24 hours a day, 7 days a week. Needed for call: provider number, client ID and specific date of service. From a touch tone phone you can obtain Medicaid eligibility, Medicaid payment amount, Medicaid news messages, Medicare coverage, and private insurance coverage. No cost to use.
- **ACS Provider Relations Department—800-624-3958 (in-state) 406-442-1837 (Helena and out-of-state)** Available Mon-Fri 8:00 a.m. — 5:00 p.m. Needed for call: provider number, client ID and specific date of service. No cost to use.
- **Medifax EDI—800-444-4336** Available 24 hours a day, 7 days a week. Options ranging from point-of-sale terminals to internet site eligibility. Benefits include batch capabilities, date of service span, and printed verification of eligibility. Subscription and monthly access fee. Call for more information.

*Positive
comments in
the annual
client survey.*

Positive Comments

Congratulations to the providers below who recently received positive comments in the PASSPORT To Health annual client survey!

- ⇒ “The doctors and nurses at the Great Falls Clinic have treated us so well. Thank you so much!”
- ⇒ “My children’s provider is Dr. Wayne Sager at Rocky Mountain Clinic. He is a very good doctor, and I’m happy with the services we have received.”
- ⇒ “Thanks to Montana Medicaid for all you are doing for my baby. Thanks Dr. Arnold, you are very special to my child.”
- ⇒ “The Western Montana Clinic has helped me in every way possible, in fact they go out of their way for me. My doctor Anne Murphy and her nurse have been the best doctor and nurse I’ve ever had in my adult life.”
- ⇒ “I am so grateful for the Medicaid Program and my children’s doctor, Dr. Paul Kelker.”



PASSPORT Updates and Reminders

- **Referral information**
Make sure you have in practice a process to record referrals given to Medicaid PASSPORT clients. All referrals should be either logged in the client’s chart or in a referral log book. Also, when giving authorization make sure to give the correct PASSPORT number for the date of service being billed.
- **Closing your practice for a few days**
Please remember that PASSPORT providers are required to provide, or arrange suitable coverage for needed services, consultations and approval of referrals during normal office hours.
- **No cost sharing for pregnant women**
Pregnant women do not have any cost sharing during their pregnancy and for 60 days after the last day of pregnancy, through the end of that month. There is no cost sharing regardless of the type of Medicaid covered service provided.
- **PASSPORT providers leaving practice**
Please remember to notify the Medicaid PASSPORT Program at least 30 days in advance of when a PASSPORT provider is leaving the practice. This is necessary to allow clients time to find another PASSPORT provider to ensure continuity of health care.
- **Disenrolling a client**
When notifying the PASSPORT Program of a client disenrollment, please make sure to include the client’s name, social security number or date of birth, and reason for disenrollment.

For questions regarding the PASSPORT To Health Program, please call the Montana Medicaid Provider Help Line at 1-800-480-6823.

PASSPORT To Health Client Education

Educating Medicaid PASSPORT clients about managed health care is a key factor in making the PASSPORT To Health Program a success. Education and outreach efforts before, during, and after enrollment with a PASSPORT provider are aimed at giving clients an understanding of how to work within the PASSPORT To Health Program. Education and outreach efforts also increase the client's knowledge of preventive health care services available through Medicaid.

Every effort is made to reach 100% of all new clients by mail and a minimum of 85% of all new clients by telephone. The PASSPORT Program sends a new Medicaid PASSPORT client up to two letters and makes up to three phone attempts to educate the client about the PASSPORT Program. In the event the client does not respond to any of these outreach efforts and is

assigned a provider, the client is notified by letter and one more attempt is made to contact the client by phone.

Once a client is reached by phone, they are given information about their Medicaid benefits that includes:

- an introduction to the PASSPORT To Health Program and the importance of choosing a PASSPORT provider within a strict time frame;
- general information about available Medicaid services, including the benefits of preventive health care and Well Child Check Ups, emergency care, and specialized services;
- an explanation of cost sharing responsibilities for clients age 21 and over, the referral process, and the difference between FULL and BASIC Medicaid coverage;

- information on appropriate use of the emergency room (not for routine care), taking their Medicaid card with them to all appointments; and
- calling the Montana Medicaid Help Line if they want to change PASSPORT providers or have any questions or concerns.

Once the client has enrolled with a PASSPORT provider, they are sent a *PASSPORT To Health Handbook for Clients*. This Handbook is designed to be a beneficial long-term resource.

While we strive to reach all Medicaid PASSPORT clients, we are certain to miss some of them. If you are aware of a client that needs assistance in understanding the program, please refer them to the Montana Medicaid Help Line at 1-800-362-8312.

Educating Medicaid PASSPORT clients is a key factor in the success of the program.

New Disease Management Program

Most Montana Medicaid clients soon will receive disease management services through a new, three-year program provided by the Montana Department of Public Health and Human Services and McKesson Health Solutions (McKesson, a business unit of McKesson Corporation) and Specialty Disease Management Services Incorporated (SDMSI).

Representatives of the program will make site visits throughout the state in the near future to provide details about the program to health care providers and community stakeholders.

Participants in the disease management program receive one-on-one counseling with a registered nurse concerning health information about asthma, heart failure, diabetes, cancer, and pain management. Medicaid clients will

also have access to McKesson's nurse triage line open 24 hours a day, seven days a week. Registered nurses who provide advice about any symptomatic medical condition will staff the triage line.

The registered nurses involved in the program work in McKesson's Care Centers or are Montana community-based nurses who travel to some of the clients' homes to manage the program.

Approximately 75,000 of the state's Medicaid clients will have access to the program, which is anticipated to begin in November. This program will include both PASSPORT and non-PASSPORT Montana Medicaid clients. Providers will be receiving more information as it becomes available.

Childhood Asthma Study brings Awareness to Disease

A 2002 study on pediatric asthma in three Montana communities (Butte, Helena, and Livingston) has revealed new details about the disease and helped raise awareness about managing asthma to reduce its personal and social affects.

“By following asthma management recommendations, most people with asthma should be able to lead an active life, with their asthma well-controlled,” according to Wilda McGraw, R.N., consultant for the Department of Health and Human Services.

The combined pediatric asthma prevalence for the three communities was 4.2 percent, ranging from 3.9 percent in Helena to six percent in Butte. The national rate is 5.4 percent. Of the 252 children with documented asthma, 20 (7.9 percent) were smokers, 47 (18.7) were exposed to secondhand smoke at home, 32 (12.7 percent) had emergency room visits for asthma and six (2.4 percent) had been hospitalized for asthma. September and October showed the highest prevalence of asthma related medical visits.

There have been seven children and 214 adults in Montana who have died as a result of asthma in the last 10 years. “These are all preventable deaths,” McGraw said, “which is why every person with asthma needs a written asthma plan with instructions to prevent and treat asthma emergencies.”

Although believed to be highly under-reported in children, asthma affects 8.6 million of children under the age of 18 in the United States. About 5.1 percent of children under the age of 15 report having an asthma attack in the past year.

The National Health, Lung and Blood Institute’s National Education and Prevention Program (NAEPP) has established guidelines that outline the goals for asthma therapy. Although goals must be tailored to each individual’s situation, the guidelines state that adequately controlled asthma means that adults or children with asthma:

- Should not have symptoms, or have only minimal symptoms
- Should not require urgent care for asthma (either emergency or office visits)
- Should not need to use “rescue” or “quick-relief” medication more than twice a week
- Should not wake up at night because of asthma
- Should not miss school or work because of asthma
- Should be able to participate in normal physical activities, including exercise



“Many people underestimate the severity of their, or their child’s asthma, or overestimate their level of asthma control,” McGraw said. The DPHHS Asthma Program encourages health care providers to work with adults or children with asthma who have any indicators of poor asthma to develop a personalized asthma action plan that can help prevent symptoms, reduce the risk of asthma attacks and help the patient lead an active life.

For more information regarding the DPHHS Asthma Program please contact Wilda McGraw at wmcgraw@state.mt.us.

Most people with asthma should be able to lead an active life.